Library Handbook

Library Handbook/Policy includes

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Library Mission

A library mission is a concise statement that outlines the purpose, goals, and values of a library. It serves as a guiding principle for the library's activities and services, reflecting its commitment to the community it serves. To create a library mission, consider the following bullet points:

- Identify the primary objective of the library, such as providing access to information, promoting literacy, or fostering lifelong learning.
- Define the target audience or community the library aims to serve, including specific demographics or groups.
- Incorporate core values and principles that guide the library's actions, such as inclusivity, innovation, or community engagement, to ensure alignment with its overall mission and vision.

Define Patrons/Users

Patrons or users refer to individuals who utilise the services, resources, and facilities provided by the library. They may include community members, students, researchers, professionals, or any individual seeking information, educational materials, or recreational reading. The library policy is designed to establish guidelines and procedures for the behaviour, rights, and responsibilities of these patrons to maintain a conducive and respectful environment for all users.

Timings

The library policy regarding timings specifies the operational hours during which the library is open to patrons. This description outlines the specific days of the week, start and end times, and any variations in schedule, such as extended hours during exam periods or reduced hours on holidays.

Service and Facilities

Some facilities that you can include in this section are:

- Book lending and circulation services
- Reference and research assistance
- Access to online databases and digital resources
- Quiet study areas
- Group study rooms
- Computer workstations and printing services
- Audiovisual materials, such as DVDs or CDs
- E-book and audiobook lending
- Interlibrary loan services

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- Storytelling sessions and reading programs
- Maker spaces or creative corners for hands-on projects
- Wi-Fi and Internet access
- Photocopying and scanning facilities
- Newspapers and magazines for reading
- Library instruction and/or information literacy workshops
- Special collections or archives
- Assistance for students with special needs
- Library events and author visits
- Homework help and tutoring services

Contact Information

Contact information included in the library policy typically comprises the following details:
- **Library's physical address:** The street address or location of the library facility.
- **Phone number:** A contact number where patrons can reach the library staff for inquiries, assistance, or general information.
- **Email address:** An email provided for patrons to send their queries or requests to the library.
- **Website:** The URL of the library's official website, where users can access additional information about services, resources, and policies.
- **Social media handles (if applicable):** Links or handles for the library's social media accounts, which can be used for updates, announcements, and communication with patrons.
- **Additional contact information:** Any other relevant contact details, such as specific departmental phone numbers or staff members designated for particular services or inquiries.

Library Collection Description

The library collection description in a library policy provides an overview of the materials available for patrons to borrow or access. It typically includes the following information:
- **Books:** Mention the variety of books available, including fiction, non-fiction, reference books, textbooks, and specialized collections.
- **Periodicals:** Specify the range of magazines, journals, newspapers, and other serial publications accessible to patrons.
- **Audiovisual Materials:** Describe the collection of DVDs, CDs, audiobooks, and other multimedia resources that can be borrowed or used within the library.
- **Digital Resources:** Highlight the online databases, e-books, e-journals, and other electronic materials that patrons can access remotely through the library's website or on-site.
- **Special Collections:** Identify any unique or rare materials, archival collections, manuscripts, or local history resources that the library holds.

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- **Other Materials:** Include details about additional items, such as maps, microfilms, board games, or educational kits that may be available for borrowing or use.

Note that the library policy should also provide information on the library's collection development policy, which outlines the criteria for acquiring and maintaining materials, as well as any guidelines for accepting donations or suggestions from patrons.

Process for Procurement of Resources

Regarding the process for procurement of resources, the library policy may include the following bullet points:
- Define the roles and responsibilities of library staff involved in the procurement process, such as the library director, acquisitions librarian, or subject specialists.
- Outline the criteria and considerations used to evaluate and select resources, including relevance to the library's collection development policy, quality, reputation, user demand, and budget constraints. (For example, Recommendations by professional magazines, teachers, and students and books based on the curriculum)
- Specify the methods of procurement, such as purchasing from vendors directly, subscriptions to databases or journals, participation in consortia, or partnerships with other libraries. (Describe who selects the titles, how you create a list, who procures it and where the budget comes from)
- Describe the process for soliciting patron recommendations or requests and how these suggestions are evaluated and incorporated into the collection.
- Highlight any collaborative decision-making processes, such as the involvement of faculty, students, or library advisory committees in resource selection.
- Address the procedures for budget allocation, tracking expenditures, and ensuring transparency and accountability in the procurement process.
- Explain the process for handling and resolving complaints or challenges related to resource procurement decisions.
- Mention any ethical considerations, such as adherence to copyright laws, licensing agreements, or the library's commitment to intellectual freedom.

Remember, the specific details of the procurement process may vary depending on the library's policies and procedures.

The Rationale for Procurement of Resources

The rationale for procurement of resources in the library policy and handbook explains the reasons and justifications for acquiring new materials and adding them to the library's collection. This rationale is important to provide transparency and clarity to library users and stakeholders. It may include:
- **Meeting information needs:** The library aims to procure resources that align with the informational, educational, and recreational needs of its users. A

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comprehensive range of resources to support their research, learning, and personal interests.

- **Supporting curriculum and research:** The library seeks to acquire resources that directly support the curriculum and research goals of the institution or community it serves.
- **Enhancing user experience:** The procurement of resources aims to cater to the different learning styles and preferences of library users.
- **Keeping up with emerging trends:** The library strives to stay current with emerging trends, advancements, and changes in various subject areas.
- **Fostering cultural enrichment:** The library recognizes its role in promoting cultural enrichment and lifelong learning. It procures resources that represent diverse perspectives, cultural heritage, and literary traditions.

By outlining the rationale for procurement in the library policy and handbook, the institution establishes a clear framework for resource acquisition, ensuring that the collection serves the needs of its users while adhering to budgetary constraints and institutional priorities.

Technology

Technology usage in the library policy refers to the guidelines and provisions regarding the use of technological resources and services offered by the library.

- **Access to Computers and Devices:** Specify the availability of computer workstations, laptops, tablets, or other devices provided by the library for patron use. Outline any rules or limitations on the duration of computer sessions or specific software applications available.

- **Internet and Wi-Fi Access:** Describe the provision of internet connectivity and Wi-Fi access for library patrons, including any restrictions or guidelines for appropriate use.

- **Digital Resources and Databases:** Highlight the library's digital resources, such as online databases, e-books, e-journals, and multimedia collections. Provide information on how patrons can access and utilize these resources, including login procedures and any copyright restrictions.

- **Printing, Scanning, and Photocopying:** Specify whether printing, scanning, and photocopying services are available to patrons and outline any associated costs or limitations. Provide instructions on how to use these services and any guidelines regarding copyright compliance.

- **Library Website and Online Services:** Emphasize the library's website as a gateway to resources and services. Highlight features such as online catalogue

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search, account management, resource reservations, and access to research guides or tutorials.

- **Technology Training and Assistance:** Describe any technology training programs, workshops, or one-on-one assistance offered by the library to help patrons enhance their digital literacy skills and effectively utilize technology resources.

- **Bring Your Own Device (BYOD) Policies:** Address the guidelines and rules for patrons who wish to use their own devices within the library premises, including connectivity, power outlets, and any restrictions on noise or disturbance.

- **Data Privacy and Security:** Emphasize the library's commitment to safeguarding patron data and protecting privacy. Explain any measures taken to ensure the security of personal information and adherence to relevant data protection laws.

- **Emerging Technologies and Innovations:** Acknowledge the library's commitment to embracing and highlighting any plans or initiatives to introduce new technologies, such as virtual reality, maker spaces, or digital labs, to enhance user experiences and promote creative exploration.

These bullet points provide an overview of what technology usage in the library policy might include. It is important to tailor these points to the library's specific resources, services, and guidelines.

Space Usage and Furniture

Space usage and furniture in the library policy outline the guidelines and provisions related to utilising and arranging physical spaces within the library. Here are some bullet points that describe what space usage and furniture considerations in the library policy might entail:

- **Study Areas:** Specify the availability and purpose of different study areas within the library, such as quiet study zones, collaborative study spaces, group study rooms, or designated areas for tutoring or discussions.

- **Furniture Arrangement:** Outline the arrangement and configuration of furniture, including tables, chairs, study rooms, and seating options, to ensure comfortable and conducive spaces for studying, reading, or working.

- **Accessibility:** Address the library's commitment to providing accessible spaces for all patrons, including individuals with disabilities. Ensure that furniture, study areas, and facilities are designed and arranged in compliance with accessibility guidelines and regulations.

- **Noise Policy:** Establish guidelines regarding noise levels and appropriate behaviour in different areas of the library to maintain a balance between quiet

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study zones and collaborative spaces. Specify any designated zones or rooms for group discussions or events that may have different noise allowances.

- **Technology Spaces:** Describe any specialized areas or sections within the library dedicated to technology use, such as computer labs, maker spaces, or media production rooms. Outline guidelines for equipment usage, reservation procedures, and any additional requirements or restrictions.
- **Display and Exhibition Areas:** Highlight any provisions for showcasing displays, exhibits, or artwork within the library. Include information on the process for requesting or organizing displays and guidelines for content appropriateness.

- **Seating Capacity:** Provide information on the seating capacity of different areas within the library to ensure compliance with fire safety regulations and optimal utilization of space.

- **Flexibility and Adaptability:** Emphasize the library's commitment to providing flexible spaces and furniture arrangements that can accommodate varying needs and usage patterns. Mention the ability to rearrange furniture or modular units to cater to different activities or events.

- **Maintenance and Care:** Communicate expectations for patrons regarding the proper use and care of library furniture and spaces, including reporting any damages or issues to library staff.

- **Evolving Space Needs:** Address the library's readiness to adapt and evolve spaces based on changing user needs and emerging trends in library services, such as the incorporation of workstations, comfortable seating options, or reconfigurable furniture.

The specific space usage policies and furniture arrangements of the library in question ensure alignment with safety regulations and the overall mission of the library.

Events and Programs Led by the Library

Events in the library policy refer to guidelines and provisions regarding the planning, coordination, and execution of various events and programs hosted by the library. Here are some bullet points that describe what events in the library might entail:

- **Nature of the programs:** Programs may include author talks, book clubs, workshops, lectures, panel discussions, film screenings, cultural events, children's programs, and more.

- **Collaborations and Partnerships:** Highlight the library's collaborations and partnerships with community organizations, local schools, universities, or other institutions to co-host events or enhance the program offerings. Explain the criteria

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and guidelines for establishing and maintaining such partnerships.

- **Event Promotion and Marketing:** Outline the library's strategies for promoting events to the community. This may include utilizing social media platforms, newsletters, community bulletin boards, press releases, and collaboration with local media.

- **Event Guidelines and Code of Conduct:** Communicate the expectations for participant behavior and adherence to the library's code of conduct during events. Outline policies regarding noise levels, cell phone usage, photography, and any other rules specific to event attendance.

- **Evaluation and Feedback:** Discuss the importance of evaluating events to assess their impact and effectiveness. Explain how attendees can provide feedback or suggestions for future events and how this feedback is considered in event planning.

- **Funding and Sponsorship:** Mention any funding sources or sponsorship opportunities available to support events. Provide guidelines for seeking external funding or sponsorships and any requirements for acknowledging sponsors or adhering to specific funding guidelines.

Remember to customize these bullet points to reflect the specific event policies and procedures of the library in question, ensuring compliance with local regulations and alignment with the library's mission and goals.

Volunteering process

Volunteering in the library policy outlines the guidelines and provisions regarding the engagement of volunteers in library activities. Here are some bullet points that describe what volunteering in the library policy might entail:

- **Volunteer Opportunities:** Highlight the various volunteer roles and responsibilities available in the library, such as shelving books, assisting with programs or events, providing technology support, conducting storytime sessions, or helping with administrative tasks.

- **Eligibility and Requirements:** Specify the eligibility criteria for volunteers, including age restrictions. Address the library's commitment to promoting equal opportunities and inclusivity in volunteering as approved by the school administration.

- **Volunteer Training and Orientation:** Describe any training or orientation sessions provided to volunteers to familiarize them with the library's policies, procedures, safety guidelines, and specific tasks. Highlight the library's commitment to supporting volunteers' professional development and enhancing their skills.

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- **Volunteer Code of Conduct:** Communicate the expected behaviour and code of conduct for volunteers, emphasizing professionalism, respect for library patrons and staff, confidentiality, and adherence to the library's policies and procedures.

- **Recognition and Appreciation:** Highlight the library's appreciation for volunteers and how their contributions are acknowledged. This may include recognition events, certificates of appreciation, letters of recommendation, or other forms of recognition.

- **Volunteer Termination or Dismissal:** Provide information on the circumstances under which a volunteer's service may be terminated or dismissed, such as consistent violation of policies, misconduct, or failure to fulfil responsibilities.

Remember to tailor these bullet points to reflect the specific volunteering policies and procedures of the library in question, ensuring compliance with local regulations and alignment with the library's mission and values.

Circulation services

Circulation services in the library policy outline the guidelines and provisions regarding patrons' borrowing and returning of library materials. Here are some bullet points that describe what circulation services in the library policy might entail:

- **Borrowing Privileges:** Specify the borrowing privileges extended to library patrons, including the maximum number of items that can be borrowed, loan periods, and any restrictions based on patron types (e.g., students, faculty, and community members).

- **Library Cards and Identification:** Explain the process for obtaining a library card or identification, including any required documentation, registration procedures, and eligibility criteria. Outline the responsibilities of patrons in maintaining and using their library cards.

- **Check-Out and Return Procedures:** Describe the procedures for checking out and returning library materials, including the use of self-checkout machines or assistance from library staff. Communicate specific guidelines for handling and protecting library materials during check-out and return.

- **Renewal of Materials:** Address the guidelines for renewing borrowed materials, including the renewal limit, methods of renewal (e.g., online, in-person, phone), and any restrictions on renewing items that are on hold for other patrons.

- **Holds and Reservations:** Explain the process for placing holds or reservations on items other patrons currently check out. Outline the notification methods for

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patrons when their reserved items become available and the timeframe for picking up reserved materials.

- **Overdue Materials and Fines:** Specify the library's policy regarding overdue materials, including any fines or penalties imposed for late returns. Communicate the methods of payment accepted for fines and the process for resolving outstanding fines or overdue items.

- **Lost or Damaged Materials:** Address the procedures and responsibilities in the event of lost or damaged library materials. Outline the fees or replacement costs associated with lost or significantly damaged items and any processes for appealing charges.

- **Interlibrary Loan Services:** Describe the availability of interlibrary loan services, which allow patrons to request materials from other libraries that are unavailable in the library's collection. Explain the procedures for requesting and borrowing interlibrary loan materials.

Remember to customize these bullet points to reflect the specific circulation services policies and procedures of the library in question, ensuring compliance with local regulations and alignment with the library's mission and goals.

Patron Feedback

Patron feedback in the library policy refers to the guidelines and provisions regarding soliciting, receiving, and utilizing feedback from library patrons to improve library services. Here are some bullet points that describe what patron feedback in the library policy might entail:

- **Feedback Channels:** Specify the available channels through which patrons can provide feedback, such as suggestion boxes, online feedback forms, email, social media platforms, or designated feedback sessions. Highlight the library's commitment to creating a welcoming and inclusive environment for feedback from all patrons.

- **Anonymous Feedback:** Communicate whether the library accepts anonymous feedback and the process for submitting feedback anonymously. Address the measures taken to protect the confidentiality of anonymous feedback and the library's commitment to considering all feedback, regardless of whether it is anonymous or attributed.

- **Timely Response:** Outline the library's commitment to timely responses to patron feedback. Communicate the expected timeframe for acknowledging receipt of

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feedback and the steps taken to address and resolve any issues or concerns patrons raise.

- **Feedback Review and Analysis:** Describe the process for reviewing and analyzing patron feedback. Explain how feedback is categorized, logged, and analyzed to identify trends, patterns, and areas for improvement. Highlight the library's commitment to using patron feedback as a valuable resource in decision-making processes.

- Continuous improvement, communication of changes, appreciation and Recognition and feedback Evaluation and feedback policy.

Remember to customize these bullet points to reflect the specific patron feedback policies and procedures of the library in question, ensuring compliance with local regulations and alignment with the library's mission and goals.

Budget Process and Budget Allotment

Budget process and budget allotment in the library policy outline the procedures and guidelines for managing the library's financial resources. Here are some bullet points that describe what the budget process and budget allotment in the library policy might entail:

- **Budget Planning:** Describe the library's budget planning process, including the timeline for budget preparation, key stakeholders involved in the process, and any guidelines or priorities set by the library administration or governing body.

- **Budget Committee:** Explain the composition and roles of the budget committee, if applicable, responsible for overseeing the budget process, reviewing budget proposals, and making recommendations regarding budget allocations.

- **Budget Allocations:** Specify the methods and criteria for allocating the budget to different areas or departments within the library. This may include a breakdown of acquisition budget allocations for , facility maintenance, technology infrastructure, professional development, and other relevant categories.

- **Budget Review and Approval:** Outline the process for reviewing and approving the budget, including any necessary steps involving library administration, board members, or other governing bodies. Communicate the transparency and accountability measures in place to ensure responsible budget management.

- **Budget Monitoring and Reporting:** Describe the procedures for monitoring and tracking budget expenditures throughout the fiscal year. Highlight the frequency and format of financial reports provided to library administration, board members, or other stakeholders to ensure transparency and accountability.

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- **External Funding Sources:** Provide information on any external funding sources, grants, sponsorships, or partnerships that the library pursues to supplement the budget. Communicate the guidelines and procedures for seeking, securing, and managing external funding.

- Explain the mechanisms in place to incorporate feedback from library staff, patrons, and other stakeholders to improve budgetary practices.

Remember to customize these bullet points to reflect the library's specific budget process and budget allotment policies, ensuring compliance with local regulations and alignment with the library's mission and goals.

Librarian's Job and Role Description

- **Program Planning and Execution:** Plan, organise, and conduct various library programs, events, and workshops to meet the diverse needs and interests of library patrons. Collaborate with community organisations, educational institutions, and library staff to create engaging and informative programs.

- **Collection Management:** Curate and maintain the library's collection of books, periodicals, digital resources, and other materials. This includes selecting, acquiring, cataloguing, and organising materials to ensure easy accessibility for patrons.

- **Reference and Information Services:** Assist patrons in finding and accessing information resources, answering research queries, providing guidance on information literacy, and offering reference services both in-person and through digital channels.

- **User Assistance:** Help patrons navigate library resources, technology, and services—a guide on using library databases, online catalogues, and research tools. Assist with locating materials, checking out items, and managing library accounts.

- **Instruction and Outreach:** Develop and deliver instructional sessions and workshops to promote information literacy and research skills among library users. Conduct outreach activities to engage the library's user community and promote library resources and services.

- **Technology Management:** Stay abreast of emerging technologies and their application in libraries. Manage library systems, databases, and digital resources. Provide technical support and training to library staff and patrons on library technologies.

- **Outreach and Partnerships:** To promote collaboration and partnerships, foster relationships with community organizations, educational institutions, and other

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stakeholders. Participate in community events, networks, and committees to raise awareness about the library's resources and services.

- **Policy Development:** Contribute to developing and reviewing library policies and procedures. Ensure compliance with relevant regulations, ethical guidelines, and best practices in library administration.

- **Budget Management:** Assist in budget planning, monitoring, and expenditure control. Collaborate with library administration to allocate and manage financial resources effectively.

- **Staff Supervision and Training:** Provide guidance and supervision to library staff members, ensuring efficient workflow, high-quality service provision, and professional development opportunities. Facilitate training programs and workshops to enhance staff skills and knowledge.

- **Reporting and Assessment:** Prepare reports and statistical data on library usage, services, and initiatives.

Remember to adapt these bullet points to reflect the specific job descriptions and administrative roles within the library in question, considering the library's size, resources, and organizational structure.

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